

# 2002-2003



## COUNTY OF SAN DIEGO CLERK OF THE BOARD OF SUPERVISORS ANNUAL REPORT



### ACCOMPLISHMENTS & PLANS FOR THE FUTURE

# County of San Diego Strategic Plan

## ***Mission:***

“To provide the residents of San Diego County with superior County services in terms of quality, timeliness, and value in order to improve the region’s quality of life.”

## ***Guiding Principles:***

- Provide for the safety and well-being of those San Diego communities, families, individuals, and other organizations we serve.
- Ensure the County’s fiscal stability through periods of economic fluctuations and changing priorities and service demands.
- Preserve and enhance the environment in San Diego County.
- Promote a culture that values our employees, partners, and customers and institutionalizes continuous improvement and innovation.

## ***Vision:***

“A County government that has earned the respect and support of its residents.”

## ***Strategic Initiatives:***

### **Kids**

- “Improve Opportunities for children.”

### **The Environment**

- “Promote natural resource management strategies that ensure environmental preservation, quality of life, and economic development.”

### **Safe and Livable Communities**

- “Promote safe and livable communities.”

## ***Required Disciplines:***

To sustain operational excellence and serve as key enablers of the Strategic Initiatives

- Fiscal Stability
- Customer Satisfaction
- Regional Leadership
- Skilled, Competent Workforce
- Essential Infrastructure
- Information Management
- Accountability/Transparency
- Continuous Improvement

**County Strategic Plan**  
**Walter F. Ekard, Chief Administrative Officer**

# County of San Diego

## 2002-2003 Clerk of the Board of Supervisors

### Annual Report

#### ACCOMPLISHMENTS & PLANS FOR THE FUTURE

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## Mission Statement

*The Clerk of the Board of Supervisors Department is committed to provide consistently excellent service and support to the Board of Supervisors and the people we serve in an efficient and friendly manner.*



### Aspirations of Our Team

Works toward a common goal \* Develops its members' skills \* Efficiently uses its time and talents \* Embraces the diversity of its members \* Is committed to continuous improvement \* Builds morale internally \* Performs effectively and produces results \* Accepts praise and criticism \* Cooperates rather than competes \* Maintains a positive attitude toward everyone's ideas \* Stays on task \* Uses resources wisely \* Communicates openly \* Teaches and learns from one another \* Resolves conflicts effectively \* Welcomes challenges \* Shares pride in its accomplishments \* Celebrates successes!

## Message from the Clerk of the Board

The futurist/writer Isaac Asimov has written, “It is change, continuing change, inevitable change, that is the dominant factor in society today. No sensible decision can be made any longer without taking into account not only the world as it is, but the world as it will be.” Change is a constant.

One of the reasons for our success as a department is that we not only accept change, but we embrace it. Through our customer surveys, program and management retreats, and our commitment to the County’s strategic initiatives, we not only respond to customers’ needs, but we anticipate them and make continual improvements to the way we do business.

Over the years we have taken on new tasks and assignments as directed by the Board of Supervisors. We appreciate their faith in us. We believe that faith is based on the experience the Board and the citizens of this county have witnessed in our work product. But perhaps even more so, in the manner in which we conduct ourselves and do what we do.

So while we have experienced much change, we also have maintained a constancy and clarity of purpose:

- We believe in what we do – and it shows;
- We value the democratic process and are committed to its principles;
- We care about people, and express it in our relationships within the office and with our customers;
- We provide consistently excellent service which is exhibited through the tremendously positive response in our customer surveys;
- We respect one another and embrace the diversity within our office and our region.

We are blessed to be a community of people who are caring and committed to a common goal of service. This has been the constancy of the Clerk of the Board department.

While change can be frightening, our department history shows that we have viewed all change as an opportunity, have used the opportunities to improve, and we have become a better place because of it. We can also take heart that amid all change, our sense of team and family, our shared beliefs and values, our commitment to people and the democratic process, will provide us with the strength and faith to continue to be the best in class for our county.

It is a privilege to serve as the Clerk of the Board and to be part of such an outstanding team. I am pleased to share this report which lists our accomplishments as well as our goals and plans for the future.



Thomas J. Pastuszka  
Executive Officer/Clerk of the Board of Supervisors



# San Diego County Board of Supervisors



***Greg Cox***  
Supervisor  
District One



***Dianne Jacob***  
Supervisor  
District Two



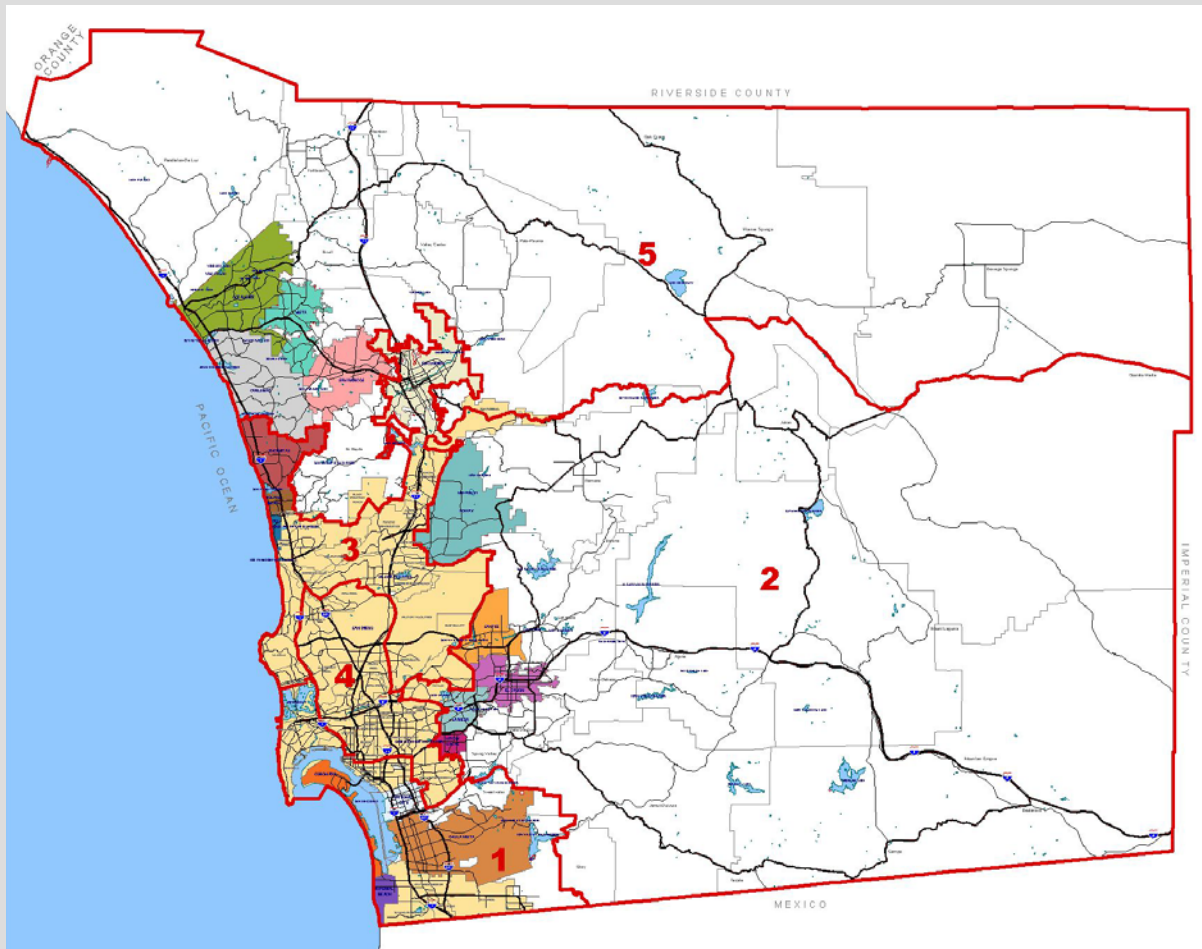
***Pam Slater***  
Supervisor  
District Three



***Ron Roberts***  
Supervisor  
District Four



***Bill Horn***  
Supervisor  
District Five

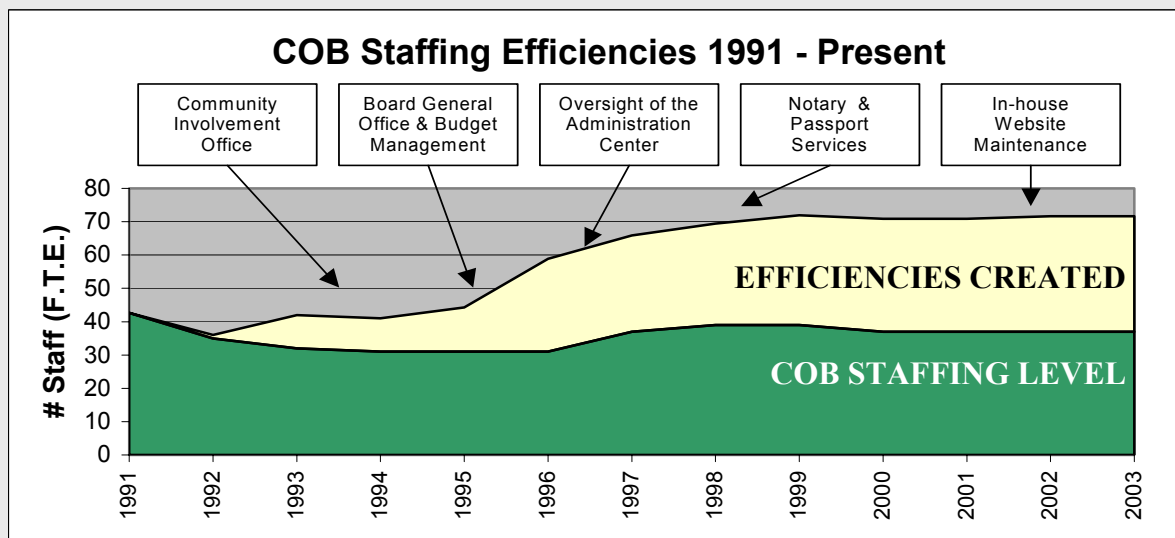


## Clerk of the Board of Supervisors

### *An Ongoing Commitment to Providing Efficient and Friendly Service*

The way in which the Clerk of the Board Department operates today is the result of a continuous effort in pursuit of consistently excellent service delivered in an efficient manner. An evaluation of staffing requirements, service delivery timeframes, and customer survey results illustrates how we do our work **cheaper, faster and better**.

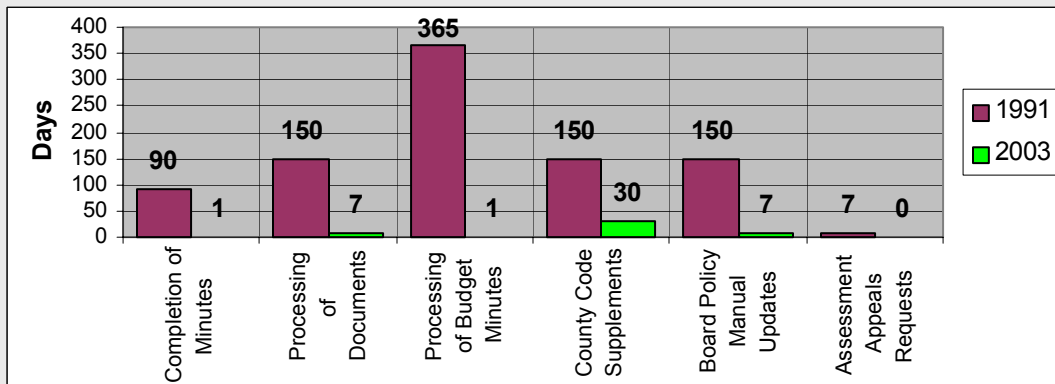
#### CHEAPER



By focusing on the use of technology and the streamlining of operations to create efficiencies, the department has managed to consistently deliver more results using fewer resources. In 1991, there were **42.39** staff in nine programs. Since then, a number of tasks have been transferred to the Clerk of the Board from other departments, such as the administration of the CAC, the county volunteer program, Boards/Commissions/Committees, Elected Officials Statements of Economic Interests, CAC Major Maintenance, Sunset Review of Codes and Policies, and management of the Board General Office. In addition, several major new initiatives have been undertaken such as passport acceptance service, notary service, referral tracking system, and the lobby information desk. **The tasks transferred and new initiatives would have brought the staffing to 71. Despite that, the department operates today with 37 people in 4 programs, fewer staff than in 1991.**

## Clerk of the Board of Supervisors

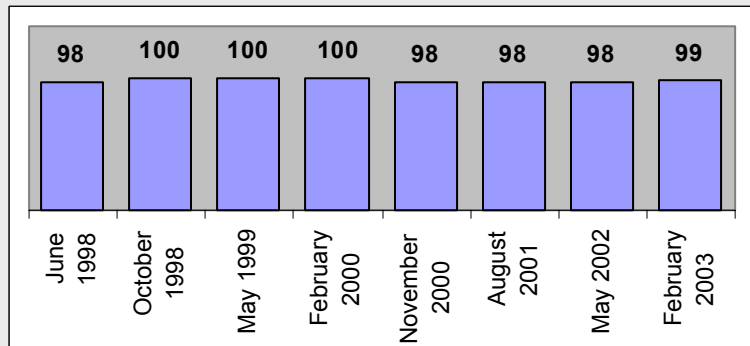
### FASTER



The department's pursuit of efficiencies has resulted in a substantial reduction in the timeframes required to deliver the products and services we provide. We have achieved these dramatic improvements through the use of automation to replace what were once manual and labor-intensive activities.

### BETTER

The department's quest for consistently excellent service has been borne out by the CAO's customer satisfaction reports to the Board of Supervisors. The Clerk of the Board is the only department to have received a 100% rating for three review periods in a row and is continually rated among the highest departments in the county. The office has also received over 7,800 internal customer survey cards since 1991, the start of our department customer surveys, providing us with the highest ratings in the areas of helpfulness, courtesy and professional knowledge.



(Source – Chief Administrative Office)

### How do we do it?

Through a focus on our mission, customer service and emphasizing staff participation we have automated all areas of the department and utilized new technology. We have streamlined all procedures. We have created new job classifications, which focus on work teams and provide a career ladder for employees in the department. Staff training and development has been a priority.

We believe that excellence is a continuous, never-ending commitment to improvement, and this commitment is evidenced by our ability to envision how we can do things cheaper, faster and better with an assurance of quality.



## Executive Office



### PROGRAM DESCRIPTION

The Executive Office of the Clerk of the Board provides leadership for carrying out the Clerk of the Board Mission and is responsible for efficient and effective administration of the Clerk of the Board department and Board General Office operations. Provides direct support to the Board of Supervisors, Special Districts, City Selection Committee, and provides administration of Labor Relations Ordinance. Processes and tracks referrals of communications to the Board, Chief Administrative Officer, County departments, and agencies. Prepares and monitors the department and Board district budgets. Responsible for maintenance, security, grounds/landscaping, custodial services and space planning for the County Administration Center (CAC) complex. These responsibilities involve policies and processes for the County Administration Center. Oversees the CAC Master Plan guiding general use plans for the historic County Administration Center. Manages over \$12 million of budgets and trust accounts and administers the 18-acre County Administration Center.

### ***Kids, the Environment, and Safe and Livable Communities***

The Clerk of the Board knows that achieving County goals requires a shared sense of ownership and responsibility. We are committed to the General Management System and to the Strategic Initiatives - organization-wide goals that help the County prioritize specific efforts and programs to fulfill our mission to serve San Diego County residents. A number of our activities support the Strategic Initiatives of kids, the environment and safe and livable communities.

**Kids** – Every year, we are engaged in several activities that contribute to various charities, including our annual “Holiday Tree” which benefits the San Pasqual Academy. We have redesigned our Public counters to recognize the significance of accommodating families who have come to apply for a passport, to engage the services of a notary public, to procure records, or for other services.

**The Environment** - This department is committed to the ongoing maintenance of the Administration Center and has undertaken a number of facilities improvement projects. We are proud of our work to maintain and improve the CAC landscape and gardens.

**Safe and Livable Communities** – This year we will contribute to the safety of the community by completing the elevator replacement project, continuing building security modification projects, and improving the CAC Emergency Plan. We will implement our Business Recovery Plan, which includes providing for the protection of critical records. We will implement and enforce a safety code in every tenant improvement project and increase the security rounds outside the CAC.

## Executive Office

### ACCOMPLISHMENTS

Although the probability of a major disaster is remote, the consequences of an occurrence could be catastrophic both in terms of operational impact and public image. The Clerk of the Board has established a Business Recovery Plan to ensure the readiness of the Department to resume the mission-critical business activities that may be disrupted as a consequence of natural disaster or other emergency. The plan follows guidelines and recommendations set forth by the Federal Emergency Management Agency (FEMA) and the California Office of Emergency Services, and incorporates elements of the San Diego County Operational Emergency Plan. The process of establishing the plan included an evaluation of the department's mission-critical activities and established recovery timeframes for each. It includes a designation of both a contingency operations site and a storage area for contingency supplies.

"The Clerk of the Board's Business Recovery Plan is designed to facilitate the effective coordination of recovery tasks and reduce the complexity of the recovery effort," says Chief Deputy David Hall.

### ADDITIONAL ACCOMPLISHMENTS

- o Provided training/presentation on the proper use of ergonomic equipment.
- o Implemented a quality review of two procedures in each program.
- o Improved ability to monitor customer satisfaction by enhancing the Clerk of the Board's Customer Survey Cards.
- o Participated in one DHR Job Fair.



Chairman Cox, John Wadas, Executive Director of the San Diego Historical Society, and Thomas Pastuszka mark the dedication of new CAC historical exhibits on the 2<sup>nd</sup> and 8<sup>th</sup> floors.

- o Reduced costs of interoffice hard copy distribution by increasing reliance on faster and more convenient electronic distribution of documents.
- o Improved customer access and ease of use of the services provided on the Clerk of the Board website to more fully incorporate the Document Management System.
- o Established a "Service Level Standards Program" to develop performance standards.
- o Reviewed, Revised, or Established the following Department Policies:
  - Department Automation Policy
  - County Facilities/Equipment Policy
  - Code of Ethics
  - Leave/Overtime Policy
  - Sexual Harassment Policy
  - Automatic External Defibrillator
  - Maintenance of Policies & Procedures

## Executive Office

### GOALS

- o Celebrate the diversity of the Clerk of the Board and the wider community in a supportive environment by sharing the values, perspectives, and uniqueness of others.
- o Reframe, restore and secure BOS historic art collection.
- o Reformat selected Board Policies on the Internet.
- o Ensure wheelchair accessibility at all public counters in the department.
- o Implement a quality review of two procedures within each program.
- o Participate in one DHR Job Fair.
- o Complete all transition milestones in the deployment of the Enterprise Resource Planning application to ensure smooth transition to new countywide system.
- o Identify and exploit opportunities to add content to the Clerk of the Board web site.
- o Implement the Business Recovery Plan to ensure continued operations in the event of an emergency or disaster.



Frank Galang is presented with the Clerk of the Board's employee of the year award by the executive team.

### *The Clerk of the Board and the General Management System*

For the past four years, our County has used principles and procedures set forth in the General Management System, or GMS, to guide management and operational decisions. This system has served us well and helped us become one of the best-managed counties in the nation.

The Clerk of the Board has been using a departmental General Management System which links into the County's GMS since 1998. The GMS has been, and will continue to be a key resource for our department – particularly as we address the revenue and program challenges which will soon be thrust upon the county by the state. The principles of the GMS are central to the development of our QFP and OIP Goals, Operational Plans and program budgets.

On a semi-annual basis, the staff of the department participates in retreats to develop our Quality First goals, a key component of our Operational Plan. Engaging staff in goal development creates a sense of ownership and responsibility for the completion of our goals.

We monitor our progress toward the completion of our goals, and control our resources through the use of Manager's Operational Reviews, or MOR's. Key areas that are assessed include a financial review, program productivity reports, customer satisfaction measures, and risk mitigation.

We firmly believe that we can provide superior services if we set sound goals and apply strong management principles. Through the leadership and direction provided by the Executive Office, and the participation and contributions of every member of the Clerk of the Board Team, we will continue to utilize the General Management System to meet the challenges ahead of us with vigor.

## Legislative Services



### PROGRAM DESCRIPTION

The Legislative Services program of the Clerk of the Board department provides support services to the Board of Supervisors such as the preparation and distribution of agendas and statements of proceedings, processing of official documents and legal publication requests, administering the referral tracking system, and maintaining the Rules of Procedure, Board Policy Manual and the County Charter.

Legislative Services also administers the Property Tax Assessment Appeals process which entails accepting appeals, scheduling hearings, coordinating appeals board member training, clerking hearings, and other support services.

Additional responsibilities include:

- o Providing support to the City Selection Committee.
- o Administering the Labor Relations Ordinance.
- o Providing administrative assistance to County Hearing Officers.

- o Clerking and providing support to Air Pollution Control District Hearings.
- o Providing customer assistance to organizations applying through the Community Enhancement application process.

### 2002/2003 ACCOMPLISHMENTS

- o Streamline the hardcopy distribution of the Board of Supervisors' Board meeting Agenda.
- o Provide public access to Special District agendas and proceedings on the Internet; include full-cost recovery.
- o Increase efficiency of processing Board of Supervisors' Agenda by streamlining scanning process.
- o Increase public access on the Internet to the Air Pollution Control District records utilizing the Document Management System.
- o Coordinate annual Assessment Appeals Board member training to meet state mandate and enhance member's skills.
- o Simplify the process for completing Assessment Appeal Application by improving the form of notice provided to the public.



"No one ever says, 'that's not my job,' " says Evelyn Riddick, "All of us pull together to get the work done."



## Legislative Services

### *Reducing the Costs of Providing Service*

Much of the work done by Legislative Services is made available to the Public on the Clerk of the Board's Internet site. Legislative Services provides access to the agendas and proceedings of the Board of Supervisors, Special Districts, Air Pollution Control Board, and Assessment Appeals Boards, to information and applications regarding assessment appeals and Community Enhancement, to Ordinances and Board of Supervisors Policies all via the Internet. When the County's information technology services were outsourced, the department began realizing the costs of Internet services, which approached \$150,000/yr.

This year, the department began performing Internet maintenance within the department, resulting in a redesigned web site, more responsive service, an increase in Internet content, and a dramatic reduction in costs.



"We are committed to exploring new and creative methods of providing the most cost-effective service to meet the needs of our customers," says Program Manager Harold Randolph, "performing our own Internet maintenance is one more example of that commitment bearing fruit."

#### AGENDA

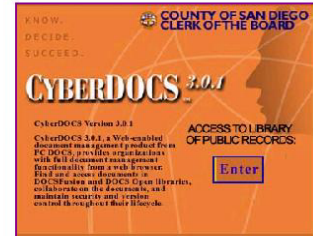
- [AGENDA INFORMATION](#)
- [PUBLIC HEARING NOTICES](#)

#### BOARD AGENDA

- [BOARD CALENDAR](#)
- [AGENDA - TUESDAY](#)
- [AGENDA - WEDNESDAY](#)  
(Planning and Land Use)
- [SPECIAL MEETINGS](#)
- [ANNUAL BUDGET HEARINGS](#)
- [ANNUAL BUDGET DELIBERATIONS](#)
- [BOARD CONFERENCES](#)

#### SPECIAL DISTRICTS

- [TUESDAY](#)
- [WEDNESDAY](#)



Research previous Board of Supervisors actions using the CyberDocs Document Management System by clicking above. You may also access a summary of Board actions by clicking on the "Statement of Proceedings" link to the left.

The Board of Supervisors' Agenda page on the Clerk of the Board Internet Site (above) is updated before every meeting of the Board.

The cost to the department of maintaining the Clerk of the Board Internet site is less than \$20,000/yr, saving the County an estimated \$130,000/yr. Enhancements to the site include the addition of a step-by-step property tax assessment appeals guide, a Statement of Economic Interest fact sheet, a CyberDOCS searching help page and a CAC cafeteria page.

### 2003/2004 GOALS

- o Coordinate annual Assessment Appeals Board member training to meet state mandate and enhance member's skills.
- o Develop and institute monthly in-house training sessions for program staff.
- o Streamline the process of creating Internet agendas.

## Public Services



The Public Services program provides a host of services to the public including passport application acceptance, notary public service, and requests for official records and publications. The program is responsible for scheduling room reservations in the County Administration Center and coordinating the usage of the facility for special events. Public Services provides management oversight for the Board General Office and administrative support to the District Offices.

Additionally, Public Services plays a role in ensuring regulatory compliance and serving the community in the following respects:

- o Assists County Administration Office by notifying Groups of dates for Sunset review of County policies, ordinances, and codes.
- o Notifies County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and coordinate and report results in compliance with County policy.
- o Ensures public awareness of Board, Commission, and Committee volunteer opportunities.

- o Ensures public awareness concerning Lobbyists ordinances.
- o Provides information to the public concerning public agencies by filing annual report.
- o Highlights the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.
- o Provides information to the public concerning public officials by ensuring that mandated statements are filed in accordance with established regulations.
- o Conducts the department's financial oversight tasks such as payroll, accounting, ARMS reporting and asset inventory.
- o Provides development map services such as receiving tax security deposits, documents and fees; processing tax payments and refunds; releasing bonds and letters of credit.
- o Responsible for codification of the Regulatory and Administrative Codes.



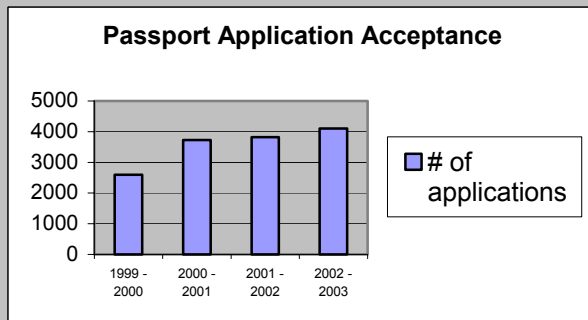
"Customer service is something we really value in Public Services," says Board Assistant III Frank Galang, "We try to provide Nordstrom type service at the point of engagement with our customers."



## Public Services

### *Passport Application Acceptance*

The Clerk of the Board's Public Services program began a partnership with the United States Department of State in 1999 to accept United States Passport Applications. For each application accepted, revenue in the form of a processing fee is retained by the department. Every year since 1999, the program has been successful in increasing the number of customers served.



This vital service to our community has been increased through a variety of means. Public Services has maintained a close relationship with our main competitor, the U.S. Post Office, and encouraged them to send excess traffic to our office. Mailings are periodically sent to travel agents and passport photo locations, informing them of our service. Finally, Public Services staff attend monthly citizenship ceremonies conducted by the Immigration and Naturalization Service and encourage recently naturalized citizens to obtain a passport through our offices.

Our proximity to the Recorder's Office provides this office with a distinct advantage over our competitors. Applicants can obtain their birth certificate, required to prove citizenship, in the same building as their application is processed. Additionally, the Recorder's Office now offers passport photos in the dimensions required by the Federal government.

This year, the Public Services program has taken steps to enhance the service provided to our passport and notary public customers. A cash register has been obtained to conduct business more quickly and ensure the security and accuracy of our transactions. Additionally, the counters where transactions take place have been redesigned so that customers have a comfortable and more private space to exchange what is often confidential information.

### ADDITIONAL ACCOMPLISHMENTS

Enhanced public access to microfilmed records by reviewing and updating converted data from Inquire Text Program to Document Management System.

Enhanced security of public records through improved guidelines for public use.

### 2003/2004 GOALS

- Increase revenue associated with passport acceptance and notary public service by expanding marketing campaign.
- Develop a "Forms" button for the Internet.
- Assist CAO by notifying departments of dates for sunset review of Board Policies and Code sections.
- Increase public awareness of Board, Commissions and Committee volunteer opportunities.
- Increase public awareness concerning Lobbyist ordinances.
- Highlight the County Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.

## Facilities Services



### PROGRAM DESCRIPTION

The Facilities Services program of the Clerk of the Board of Supervisors is responsible for maintaining the 18-acre County Administration Center property in the waterfront area of San Diego. The complex houses the County Administration Building and the JB Askew Building with more than 360,600 square feet of public meeting rooms, office space, and public health facility. It also includes 212,694 sq. ft of landscaped areas, a lath house, and two parking lots with a total of 1,100 parking spaces. Facilities Services manages the CAC facility maintenance, grounds, security and custodial services.

### 2002/2003 ACCOMPLISHMENTS

- o Enclosed access to the 10th floor and roof to enhance facility security.
- o Installed self-contained Air Conditioning units in rm 092 and fan coil unit in rm 359.
- o Enclosed roof access to northeast wing and southeast wing emergency stairwells.

### ACCOMPLISHMENTS (continued)

- o Tested Heating, Ventilation and Air Conditioning (HVAC) shut-down devices.
- o Tested and checked fire hose cabinets and fire extinguishers.
- o Repaired 4 ground level entrance door closers.
- o Tested diesel fuel underground storage tank (UST) for leaks.
- o Tested Chiller and Boiler safety devices.
- o Tested panic alarm system in the facility
- o Replenished first-aid kit/boxes and eye wash stations/bottles.
- o Adjusted Boiler stack emission to conform to APCD requirement.
- o Increased revenue through establishment of County Store.
- o Removed metal window in SW basement loading dock and plastered opening to match existing wall finish and design.



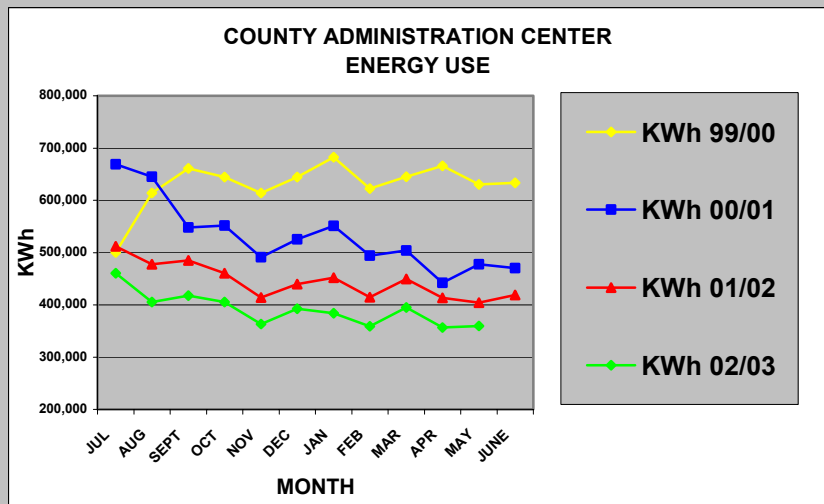
“When we succeed, we celebrate as a team,” says Darnell Johnson, CSWII, “and when we fall short, we learn as a team. Teamwork. That’s what it’s all about in Facilities!”

## Facilities Services

### *CAC Energy Usage Cut Four Years Running*

A major focus of the Facilities Services program over the past four years has been to reduce the operating costs of the County Administration Center by focusing on energy conservation and equipment modification. These efforts have resulted in a reduction in the use of electricity (measured in kilowatt hours below) by more than 15% per year.

Facilities Services staff have accomplished this by installing motion detectors in meeting rooms to turn off the lights when they are not in use, replacing inefficient motors, replacing light fixtures with more high-efficient lighting systems, refurbishing generators, reducing hours of operation of the nightlights and fountains, replacing old heat coils and batteries, and undertaking a number of additional steps to reduce CAC energy usage.



“There’s hasn’t been a single silver bullet but a variety of measures,” says Facilities Supervisor Frank Ortega. “We have succeeded thanks to an unrelenting commitment to cutting energy use.”

#### **2003/2004 GOALS**

- o Decrease operating costs of the CAC facility by focusing on energy conservation and equipment modification.
- o Explore adding language to Policy G-11 regarding communication relating to Tenant Improvement Projects.
- o Continue commitment to maintenance and facilities improvement projects
  - Refurbish areas damaged by skateboarders.
  - Replace old “exit” signs.
  - Refurbish the flagpole in East plaza.
  - Provide proper drainage in SE roof.
  - Clean & seal gutters near NE & SE domes.
  - Install ventilation duct in new sheriff station.
  - Refurbish recessed light fixtures in Board Chambers.
- o Maintain machinery and safety equipment/plans.
  - Increase security outside building.
  - Install band saw on 5<sup>th</sup> floor.
  - Develop escape route floor plan.
  - Replace netting in lathe house.
  - Replace weed eater, hedge trimmer and lawn edger.
- o Continue commitment to improve County Administration Center (CAC) landscape and garden.
  - Thatch, aerate and fertilize lawns.
  - Replace colors/flowers in planter boxes on North and South entrances.
  - Replace plants on NW plaza.
  - Trim hedges and bushes around CAC perimeter.

## Major Maintenance



Established by the Board of Supervisors in December 1997, this program supports major maintenance projects at the County Administration Center. Under direction of the Clerk of the Board of Supervisors and in consultation with CAC tenant departments, projects are established to maintain the historic building and grounds. In FY 99/00 and again in FY 00/01, then Board of Supervisors action creating a Countywide Deferred Major Maintenance Program supplemented this budget.

### ACCOMPLISHMENTS

- o Completed retrofit of outdated air handling units with new energy efficient models.
- o Continued electrical system maintenance and energy conservation projects.
- o Continued building security projects.
- o Completed elevator improvement project planning.
- o Completed the planning phase of public conference room refresh project.
- o Completed CAC Cafeteria remodel.
- o Completed Board of Supervisors reception area ceiling and lighting improvement project.

### *CAC Cafeteria Project*

This year, the Clerk of the Board department undertook the remodeling of the County Administration Center cafeteria. The cafeteria was originally constructed in the early 1970s and hadn't changed much since. The remodeling process included gutting the old space and rebuilding exterior walls to meet current health codes. Old kitchen equipment was replaced with new, energy-efficient models. Premier Food Service took over operation of the cafeteria as of its reopening in January, 2003. Weekly menus are now posted on the Clerk of the Board's Web site.

"This is something that improves the day-to-day lives of so many individuals who work at the CAC," said Chief Deputy James Browning. "It's nice to know that our work can result in such a positive impact."



Marking the reopening of the CAC cafeteria on January 21, 2003, are Chris Monroe, Vice President Premiere Foods; Steve Rodriguez, Chef Manager; Chairman Greg Cox; Supervisor Ron Roberts; and Thomas Pastuszka, Clerk of the Board of Supervisors.



## Major Maintenance

### 2003/2004 GOALS

#### Strategic Initiative – Kids

- o Continue to maintain the CAC grounds to provide a safe and enjoyable environment for the use of families and their children.

#### Strategic Initiative – The Environment

- o Replace the roof on the Southeast wing of the building.
- o Continue the electrical system improvement project.
- o Plan and implement an HVAC distribution system renovation project for specific areas of the building.

#### Strategic Initiative – Safe and Livable Communities

- o Continue the ongoing building security modification projects.
- o Complete the Elevator replacement project.

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## Board of Supervisors General Office



Maria Tiscareno has been a part of the Clerk of the Board team since 1979 and has staffed the Board General Office reception area since 2001.

### PROGRAM DESCRIPTION

The Clerk of the Board serves as the Executive Officer of the Board in providing administrative support to, and management of, the Board General Office operations. The Board General Office supports the reception area for the Board, supports the Board Chair through the Chair's Assistant, and assists in the procurement of supplies to the Board Offices. The Clerk of the Board is also charged with providing budget/fiscal procedure support for Board District Offices, maintaining management reports for salary/benefits, services and supplies, fixed assets and special expenses to assist in developing budget proposals and tracking expenditures, and administering personnel matters related to the Board District Offices.

# Financial Outlook

	FY 2001-2002 Actuals	FY 2002-2003 Adopted	FY 2003 – 2004 Approved
<b>CLERK OF THE BOARD</b>			
<b>Executive Office</b>			
Staffing	5.0	5.0	5.0
Budget	\$884,881	\$885,808	\$689,871
<b>Public Services</b>			
Staffing	10.0	10.0	10.0
Budget	\$632,685	\$603,875	\$657,057
<b>Facilities Services</b>			
Staffing	12.0	12.0	12.0
Budget	\$2,920,484	\$3,237,961	\$3,021,008
<b>Legislative Services</b>			
Staffing	10.0	10.0	10.0
Budget	\$708,700	\$696,634	\$755,064
<b>CLERK OF THE BOARD TOTAL</b>			
Staffing	37.0	37.0	37.0
Budget	\$5,146,750	\$5,424,278	\$5,123,000
<b>BOARD OF SUPERVISORS/GENERAL OFFICE</b>			
<b>District 1</b>			
Staffing	11.0	11.0	11.0
Budget	\$744,048	\$828,185	\$828,185
<b>District 2</b>			
Staffing	12.0	12.0	12.0
Budget	\$874,136	\$882,000	\$882,000
<b>District 3</b>			
Staffing	12.0	12.0	12.0
Budget	\$780,988	\$828,185	\$828,185
<b>District 4</b>			
Staffing	12.0	12.0	12.0
Budget	\$839,042	\$828,185	\$828,185
<b>District 5</b>			
Staffing	13.0	13.0	13.0
Budget	\$815,660	\$922,000	\$882,000
<b>General Office</b>			
Staffing	2.0	2.0	2.0
Budget	\$515,654	\$1,158,211	\$1,208,550
<b>BOARD OF SUPERVISORS TOTALS</b>			
Staffing	62.0	62.0	62.0
Budget	\$4,569,528	\$5,446,766	\$5,457,105
<b>COUNTY ADMINISTRATION CENTER MAJOR MAINTENANCE</b>			
<b>CAC Major Maintenance</b>			
Budget	\$2,569,647	\$1,133,800	\$1,133,800



## Service to the Community/Conclusion

Staff of the Clerk of the Board department are committed to the County of San Diego. This is demonstrated by their involvement in both County organizations as well as other civic and community projects. This year, the department has generously supported the Blood Bank, United Way/CHAD, County Employees Charitable Organization (CECO), American Cancer Society, the March of Dimes, the Susan G. Komen Breast Cancer Foundation, the MS Walk, AIDS Walk San Diego and support of other local charities. The Department created the “Tree of Hope” in the CAC lobby during the holidays, providing an opportunity for county staff and the public to make donations for ornaments to be placed on the tree, as well as other fund raising with all donations given to support the children of the Polinsky Center, patient residents of Edgemoor Hospital, and youth of San Pasqual Academy.



The Clerk of the Board staff were involved in activities benefiting a number of charities in 2002-03, including the March of Dimes walk, above.

The Clerk of the Board is active in the California Clerk of the Board of Supervisors Association, where he is a past President and currently serves on the Conference Committee. He participates in the California Association of Clerks and Election Officials as well as local organizations which focus on property management and facilities administration. The Clerk and department staff serve as speakers and provide assistance to many community and professional organizations.



Facilities Superintendent Frank Ortega receives the Clerk's Award from the Executive Team for his contributions toward maintaining the historic County Administration Center.

### CONCLUSION

This department will continue to face the challenges ahead of us with vigor. We will continue to seek ways to make our operations more efficient in order to provide quality service while meeting increasing workloads. We will continue to explore new, creative methods to improve and provide the most cost-effective service delivery to our customers. It is a privilege and an honor to serve the citizens of San Diego County. We will work hard to accomplish our mission and perform our tasks in a manner that continues to earn the trust and respect of the people we serve.

## 2002/2003 Clerk of the Board of Supervisors Team

### **Executive Office**

Thomas J. Pastuszka  
James W. Browning  
David Hall  
Divina Francia

Executive Officer/Clerk of the Board of Supervisors  
Chief Deputy, Operations and Finance  
Chief Deputy, Programs and Personnel  
Board Assistant III

### **Legislative Services**

Harold Randolph  
Adair Gomez  
Denise McClendon  
Evelyn Riddick  
Sara Burt  
Gloria Hinkley  
Kellie Kellogg  
Cristina Carles  
Drucilla Willis

Program Manager  
Board Assistant III  
Board Assistant III  
Board Assistant II  
Board Assistant II  
Board Assistant I  
Board Assistant I  
Board Assistant I  
Senior Clerk

### **Public Services**

Grace Andoh  
Frank Galang  
Lixya Preston De Silva  
Evelyn Lam  
Cecil Fowler  
Claire Tosh  
Raul Ibanez  
Maria Lee  
Sarah Panfil

Program Manager  
Board Assistant III  
Board Assistant III  
Board Assistant II  
Board Assistant II  
Board Assistant II  
Board Assistant II  
Board Assistant I  
Board Assistant I  
Senior Clerk

### **Facilities Services**

Frank Ortega  
Sid Alvendia  
James Parks  
Ariel De Jesus  
Carlos Hyche  
John Young  
Raymond Mahler  
Darnell Johnson  
Jose Gomez  
Carlos Ruiz  
Lennox Birckhead

Facilities Manager  
Building Maintenance Engineer  
Building Maintenance Engineer  
Building Maintenance Engineer  
Building Maintenance Engineer Assistant  
Building Maintenance Engineer Assistant  
Building Maintenance Engineer Assistant  
Construction & Services Worker II  
Gardener II  
Gardener I  
Intermediate Clerk Typist

### **Board General Office**

Maddy Morris  
Maria Tiscareno

Chair's Assistant  
Legislative Assistant I

## 2002/2003 Clerk of the Board Staff Recognition

### Clerk's Award Recipients:

Ariel De Jesus, Jose Gomez, John Young, Ray Mahler, Frank Ortega, Carlos Ruiz, Sid Alvendia, Lennox Birckhead, Lixya Preston de Silva. Not Pictured: Carlos Hyche, Darnell Johnson, James Parks.



### Quarterly Award Recipients:

John Young, Cecil Fowler, Denise McClendon, Darnell Johnson.



### Annual Award Recipients:

Darnell Johnson, Adair Gomez, Frank Ortega, Ariel De Jesus, Evelyn Riddick, Sid Alvendia, Frank Galang.





Clerk of the Board of Supervisors 2002-2003 Annual Report  
“Providing consistently excellent service and support to the Board of Supervisors  
and the people we serve in an efficient and friendly manner.”  
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